



City of Irving Job Description

Benefits Administrator

FLSA Status:	EXEMPT	Job Department:	Human Resources
Job Code:	31091	Reports To (Job Title):	Workforce Services Manager

PURPOSE

Manage the day-to-day operations of citywide Employee Health Benefits program(s); help plan, facilitate, and oversee the administration of assigned human resources projects and programs; coordinate employee health benefits, and provide functional/project leadership to the Benefit Programs Assistant regarding Retirement and the Wellness Program, responding to complex and escalated inquiries; and, provide responsible, professional support to the Workforce Services Manager.

ESSENTIAL DUTIES AND RESPONSIBILITIES

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.*

- Advise and consult with city staff at all levels on actions relating to Employee Health benefits.
- Evaluate unusual and difficult issues and challenges concerning employee benefit programs and processes; develop, recommend, and/or implement solutions, especially in unique situations, requiring the interpretation of policy intent in the absence of applicable or clear procedural guidelines.
- Provide functional / project leadership to the Benefit Programs Assistant and any Human Resources Assistant(s) assigned to Benefits workgroup, which includes facilitating benefit and wellness meetings, providing guidance, and advising on work flow and work products.
- Oversee adherence to benefit plan documents as pertains to enrollments, eligibility, city policies and applicable laws.
- Act as primary contact with benefit vendors regarding any issues that arise with benefit plan coordination and/or claims processing; work directly with the insurance providers as needed and use good judgment to resolve issues.
- Review, process, reconcile, and track all payments to vendors to ensure accuracy.
- In collaboration with the Talent Services division and the Benefit Programs Assistant, create materials and schedule, facilitate, and/or lead employee meetings as they pertain to city benefits and wellness programs, retirement and any other benefit-related subjects.
- Monitor the budget, track associated costs, approve payments and make recommendations for budget requests pertaining to assigned functional area.
- Prepare new employee benefit enrollment and payroll paperwork; submit appropriate paperwork to payroll and benefit agencies; coordinate with Talent Development Administrator for coverage of benefits in New Employee Orientation (NEO).
- Conduct benefits portions of employee exit interviews and necessary paperwork; Calculate retirement estimates; assure employees interested in retirement receive consultation, and that retirement paperwork is reviewed, processed and forwarded in an accurate and timely fashion.
- Respond to outside organizations regarding benefit surveys and information requests.

- Develop benefit plan improvements so as to optimize their effectiveness, efficiency, and incorporate managerial policy direction and employee feedback; in conjunction with actuaries, evaluate and recommend appropriate funding needs for the retirement and health plans.
- Maintain a number of databases, such as benefit information in the Human Resources Information System (HRIS), as well as files and documentation associated with employee benefits; Assist with data entry.
- Collect, compile, review, analyze, and evaluate multiple types of data related to functional area. Research information and prepare a variety of reports for department and City staff. Assist with response to open records requests and a variety of surveys and questionnaires from outside entities as related to Employee Benefits and Wellness.
- Review and revise bid specifications, conduct analysis of bids and proposals and make recommendations for contract awards.
- Interpret and apply policies and procedures to ensure coordination between written policy and actual practice; Compose and review policies and make recommendations for procedure changes and policy revisions. Review and analyze employee benefit and insurance programs, contact/policy provisions, usage and trends and recommend changes to improve or restructure employee benefit programs, including contract administration and to resolve complex and difficult challenges.
- Assess prevailing/best practices and trends through the exchange and analysis of information from other agencies and professional organizations.
- Travel to various city locations, trainings, and events; Participate in activities of professional associations related to assigned functional area.
- Track and submit required GASB 75 Valuation and IBNR data for year-end audits.
- Make presentations to employees, departmental management, and others concerning Employee Benefits.
- Maintain, collect, update, and advise on the revision of Key Performance Indicators (KPIs) for the Employee Benefits section of Human Resources.
- Serve as Assistant to the City of Irving's Supplemental Benefit Plan (SBP) by helping to facilitate investment and custodial services for the Plan, which includes, but is not limited to, execution and monitoring of investment subscription contracts, redemption and recovery of Plan assets, expense tracking/reporting, annual Plan audits, education and compliance training/reporting, disability tracking/reporting, interpretation and application of the Plan document, and other fiduciary responsibilities required by the Plan and its Board of Trustees.
- Manage and oversee elections of board trustees for the City of Irving's Supplemental Benefit Plan.
- Oversee the City's Tuition Assistant Program

OTHER DUTIES AND RESPONSIBILITIES

- Manage wellness events, taking full ownership of event logistics, timetables, communications and other deliverables.
- Assist with and conduct special projects.
- Perform related duties as assigned.

SUPERVISORY RESPONSIBILITIES

Functional and Technical Supervision - Regular responsibility for giving direction and guidance to employees as a lead worker, project manager or internal advisor. As an ongoing part of the position, the employee can expect to supervise approximately 2-5 employees.

FINANCIAL / BUDGETARY RESPONSIBILITY

Assists in the development of the Benefits and Wellness division budget. Monitor and review the Benefits and Wellness budget, invoice payments and, as assigned, manage contracts for citywide benefit programs. Provides functional oversight of the City of Irving Supplemental Benefit Plan including, but not limited to the monitoring of expenses, monthly recurring annuity payments/distributions, and disability benefit payments.

QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skill, and/or ability required.*

EDUCATION

- Equivalent to a Bachelor's degree from an accredited college or university with major coursework in human resources, public or business administration, industrial relations, or a related field.

EXPERIENCE

- At least three (3) years of benefits experience.

CERTIFICATES, LICENSES, REGISTRATIONS

- Appropriate, valid, state-issued driver's license, or ability to obtain upon hire, may be required.

KNOWLEDGE OF

- **Benefits & Payroll:** An understanding of employee benefits planning, implementation, and evaluation, and the intendant payroll processes involved in successful execution.
- **Key government codes and administrative agency regulations** that pertain to human resources and health and welfare plans and retirement programs.
- **Communications:** Techniques and methods of communication, including alternative ways to inform target audience via written, oral, and visual media.
- **Office Software:** Current word processing, presentation, spreadsheet, and database programs used by the city.
- **Industry Software:** Sufficient familiarity with technology to use a variety of specialized industry software programs, such as Banner HRIS, various databases and websites connected with benefit third party administrators, MinuteTraq, and digital imaging.
- **Customer Service:** Principles and processes for providing customer services including a desire to assist customers regardless of their circumstance
- **City Policies and Procedures:** Interpretation and application of policies and procedures, including program policies and plan documents.
- **Quantitative analysis:** Analytical tools and how to use such tools to develop options for management considerations.
- **Record Management:** Processes and/or methods for inventorying, verifying, logging, preparing, filming/scanning, filing, and shelving of records.

SKILLS AND ABILITIES IN

- Executive Summary: Synthesizing and simplifying complex concepts for executive audiences.
- Budget Management: Developing plans and budgets; comparing them against actual activity.
- Accuracy: Paying attention to detail in dealing with numbers, words, and ideas and ability to have a clear understanding of the implications made.
- Reporting: Researching, analyzing, and compiling data and preparing concise documents.
- Active Learning: Working with new material or information to grasp its implications.
- Active Listening: Listening to what others are saying and asking questions as appropriate.
- Complex Problem Solving: Identifying problems and reviewing related information to develop and evaluate options and implement solutions.
- Critical Thinking: Using logic and analysis to identify the strengths and weaknesses of different approaches.
- Teaching: Conveying new concepts and confirming comprehension by listener.
- Cooperation: Establishing and maintaining positive working relationships with those contacted in the course of work.
- Social Perceptiveness: Being aware of the reactions of others and understanding why they react the way they do.
- Program Assessment: Evaluating current / potential programs for effectiveness and efficiency.
- System Evaluation: Identifying measures or indicators of system performance and the actions needed to improve or correct performance relative to the goals of the system.
- Maintain Current Knowledge: Reading, analyzing, and interpreting general business periodicals, professional journals, technical procedures, or governmental regulations.
- Discretion / Professionalism: Exercising good judgment in interaction with others and implementation of approved programs.
- Judgment & Decision-Making: Weighing the relative costs / benefits of a potential action.
- Negotiation: Bringing others together and trying to reconcile differences.
Persuasion: Persuading others to approach issues differently.

GUIDANCE RECEIVED

Priorities and Policies

Organizational priorities and policies, along with professional standards and best practices, guide decisions and direction or advice given to others. Typically makes recommendations to superiors after considering various alternatives. Proactively addresses needed changes to policies, methods and procedures and obtains approval.

CONTACTS

Internally, this position frequently engages with and/or presents to department directors, the Employee Healthcare Engagement Committee, and the City Manager's Office (CMO) with respect to budget and/or the roll-out of new benefits. Externally, this position is constantly in contact with vendors, benefit contacts in other cities as well as possibly government officials as it pertains to the benefits and wellness area within Human Resources.

EQUIPMENT AND PROPERTY

This position uses standard office equipment, computers, printers, copiers, fax machines and presentation projectors.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.*

The employee is constantly required to listen, see, and sit. Frequently, s/he is required to grasp, reach, and talk. Occasionally, s/he is required to drive vehicle.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.*

The noise level in the work environment usually is Low. Occasionally, work will take place in other departments' offices and council chambers for meetings and presentations.

* Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Note: A class specification is a general listing of duties, responsibilities, knowledge, skills, and abilities required of an incumbent assigned to a particular class of work. There may be one or multiple positions assigned to a single classification; therefore, the class specification lists those work attributes that are common to every incumbent in the class.